



Universal Laser Cartridge Exchange Program

IMPORTANT TERMS OF SALE

Only laser exchanges of equal power are provided (e.g., a replacement 30-watt laser cartridge will be exchanged for a 30-watt laser cartridge).

The laser source (laser cartridge) being returned must be surrendered to the UPS driver upon delivery of the replacement laser cartridge.

If you are unsure if your laser source needs to be replaced, please give us a call. Your replacement laser cartridge comes with a 1-year warranty, covering any manufacturer defects.

WHITE GLOVE LASER EXCHANGE - CUSTOMER RESPONSIBILITIES:

Step 1: Order Confirmation and Tracking

- Ensure your order is submitted and confirmed by ABI.
- Await the UPS tracking information for the shipment of your replacement laser cartridge. ABI ships replacements via UPS-Next Day.

Step 2: Preparing the Returning Cartridge

- Ensure the returning laser cartridge is ready for pickup prior to the arrival of UPS.
- UPS aims to deliver the replacement cartridge before 11:30 am at the specified ship-to address. Make sure the address can directly receive packages.

Step 3: Exchange at the Time of Delivery

- Be prepared to surrender the returning laser cartridge to the UPS driver simultaneously as you receive the replacement cartridge.
- UPS will not leave the replacement cartridge unless the return cartridge is ready for pickup.

Step 4: Packaging the Returning Cartridge

- Unbox the replacement laser cartridge carefully.
- Utilize the same packing materials and box from the replacement cartridge to package the returning laser cartridge securely.

Step 5: Return Shipping Process

- Locate the return shipping label inside the box.
- The UPS driver will affix the label, scan the shipping tag, and take the returning package for shipment.

Additional Notes:

- Ensure a smooth exchange process by having the returning cartridge ready and accessible at the time of the replacement cartridge's delivery.
- Familiarize yourself with the packaging process to prevent any delays or issues during the exchange.

Failed Delivery Attempts:

In the event of failed delivery attempts, the following procedures and fees will apply:

- If UPS is unable to successfully deliver the replacement laser cartridge after three (3) attempts, the package will be returned to the ULS headquarters.
- The customer will be responsible for contacting ABI to reschedule the delivery.
- A re-delivery fee will be assessed after failed delivery attempts
- Any additional costs incurred due to incorrect shipping information provided by the customer or failed delivery attempts will be the customer's responsibility.